

## Stoke on Trent and District Gingerbread Centre Ltd



### 3.16 - Privacy Statement - Service Users

#### 1. Purpose of our privacy statement

- 1.1 Under the Data Protection Act 1998 and the General Data Protection Regulation, we are required to explain to you why we are asking for this information about you, how we intend to use the information you provide and whether we will share this with anyone else.

#### 2. Who are we?

- 2.1 We are The Stoke on Trent and District Gingerbread Centre Ltd, ('Gingerbread') our address is The Dudson Centre, Hope Street, Hanley, ST1 5DD. We are a Registered Charity, number 1088344, and a Limited Company, number 2229357

#### 3. Our data protection officer

- 3.1 Our Data Protection Officer, the Chief Executive is responsible for overseeing what we do with your information and monitoring our compliance with data protection laws.
- 3.2 If you have any concerns or questions about our use of your personal data, you can contact our Data Protection Officer by writing to The Chief Executive, The Gingerbread Centre, Dudson Centre, Hope Street, Hanley, ST1 5DD or emailing:  
admin\_assistant@gingerbreadcentre.co.uk

#### 4. Why are we collecting your information?

- 4.1 The majority of the information we collect is made up of the information provided to us by the agency referring you to us, or by yourself. This information will usually be provided to us to assist in the management of your tenancy or license with us and also in order to:
- Manage tenancies
  - Receive rent and service charges
  - Ensure bills and benefits are accurate and paid accordingly
  - Provide repairs and maintenance services
  - Offer help with debts and benefits
  - Provide support services which help customers achieve their goals
  - Prevent and detect crime, and solve disputes
  - Promote safety and the quiet enjoyment of our neighbourhood and communities
  - Engage with customers and make improvement to our services
  - Promote equal opportunities and fair treatment for all colleagues and customers
  - Provide training and employment opportunities
  - Work with partners to deliver mutual success

## **5. What information are we collecting?**

- 5.1 We collect information for the purposes set out above in Section 4. Examples of this information are:
- Your name, on copies of tenancy or license-related, and rent-related documents
  - Relevant details of your needs in relation to assessing your accommodation and support needs by the referring agency or from our application form
  - Financial records about payments relating to your tenancy, any outstanding amounts and associated recovery action
  - Information on any proceedings taken for possession, or for breach of your tenancy or license with us
  - Information provided to us in relation to complaints or anti-social behaviour that is relevant to your tenancy or license
  - Information about any repairs and maintenance requirements you have during your tenancy or license with us.
- 5.2 We collect the information you provide to us directly by:
- your contact with us in person
  - by telephone
  - in electronic and written communications.
- 5.3 We have CCTV in operation at our locations; if there is CCTV in operation, there will be signs clearly visible to indicate that this type of recording is taking place. CCTV is only used in public areas.
- 5.4 Under the Data Protection Act certain personal information is classified as “sensitive”. Sensitive data is information relating to physical or mental health, sex life, religious or philosophical beliefs, political opinions, membership of a Trade Union, allegations of criminal offences and criminal convictions and offences.
- 5.5 We minimise our holding and use of sensitive categories of personal information but, given the services we provide, there are times when we use it, for example when providing accommodation for those with problems around substance abuse, when resolving neighbourhood disputes involving alleged criminal activity or when helping someone to access mental health services, or children’s services.

## **6. What we are going to do with your information**

- 6.1 The information provided to us will be used for the following purposes:
- it will be collected and used by us fairly and openly to enable us provide support to you and to assist in the management of your tenancy or license with us
  - it will be stored and used by us in accordance with this privacy statement and also in accordance with your rights under the Data Protection Act 1998 and the General Data Protection Regulation

## **7. What is the legal basis for using your information?**

- 7.1 In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for processing personal data which are set out in the data protection laws.

- 7.2 The lawful bases on which we rely in order to use the information which we collect are:
- 7.2.1 using your information is necessary for us to comply with a legal obligation to which we are subject
  - 7.2.2 it is necessary to use that information to protect someone's vital interests (which will usually be a 'life or death' situation)

## 8. Sharing your information

### *Your Landlord*

- 8.1 Gingerbread is a managing agent, we currently have two landlords that we are the managing agent for, Sanctuary Supported Living, a trading name of Sanctuary Housing Association and Sanctuary Affordable Housing Limited both a part of Sanctuary Group ("Sanctuary"), they are the landlord for Rothesay Court, and Bromford Housing Association, part of Bromford Housing Group Ltd who are the landlord for Catherine Court.
- 8.2 We will share your information with your landlord, and other members of Gingerbread where necessary in order to best provide the services to you.
- 8.3 Your information will only be accessed by other members of Gingerbread and your landlords companies in the Group where it is necessary to do so in order to provide services to you, in accordance with our contract. The obligations which are set out in this notice shall apply to the other members of the Group to the same extent that they apply to us.

### *Contractors and sub-contractors*

- 8.4 It may be necessary to share information about you with our contractors and sub-contractors in order to provide you with the services in accordance with the contract between us. We will only share information about you with the contractors and sub-contractors which is relevant and necessary to address your individual needs. The contractors and sub-contractors shall be contractually required to ensure that they adhere to the security requirements imposed by the Data Protection Act 1998 and / or the General Data Protection Regulation (as applicable).
- 8.5 Our contractors and sub-contractors will not share your information with any other parties and will only be able to use the information when completing work on behalf of us.

### *Regulators and other legal obligations*

- 8.6 We may also be required to share your information with our regulators who are permitted access to this information by law and with other organisations where we have a legal obligation to share the information with them, for example, the Regulator of Social Housing.

### *Other organisations*

- 8.7 We may from time to time share your information with other organisations, such as:
- 8.7.1 organisations with a function of auditing and/ or administering public funds for the purpose of detection and prevention of fraud
  - 8.7.2 the police for the purpose of detection and prevention of crime
  - 8.7.3 Local Authorities and Social Services where this is necessary in relation to our responsibilities to you and in regard to meeting your support needs.
  - 8.7.4 Other social landlords and other agencies when Gingerbread believes it is in your or the public's interest to do so, or as required by law.

In particular, please be aware:

- Current or forwarding addresses may be shared with utility companies and council tax office to ensure billing details are correct
- If you default on any tenancy/licence conditions, information about you may be provided to authorised debt recovery agencies to enable them to recover the debt. This may affect future applications for tenancies, credit or insurance.
- We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with; an external debt advice agency, Welfare rights advisor, the housing benefit department or the local authorities housing advice and homeless prevention team to make sure that benefits are paid correctly.
- All customer names, addresses and rent amounts are shared at the end of each year with local authority benefits teams to help claims for housing benefits and changes to housing benefits happen more quickly and easily for everyone. All customers are included as we do not always have records of who receives benefit, due to direct payment.

## **9. Transferring your information abroad**

9.1 We will not transfer the information you provide to us outside of the European Economic Area.

## **10. Security of your information**

10.1 The information that you provide will be uploaded, stored securely on our systems and the form that you complete will be shredded. Our security measures and procedures reflect the seriousness with which we approach security and the value we attach to your information.

10.2 Only relevant members of staff will access the information you provide to us.

## **11. Can we use your information for any other purpose?**

11.1 In limited circumstances, we may use your information for a purpose other than those set out in this policy. If we intend to do so, we will provide you with information relating to that other purpose before using it for the new purpose.

## **12. Storing your information and deleting it**

12.1 We will hold your information securely during the period of your tenancy or license and for a set period afterwards in line with legal requirements, best practice and any follow up that may be necessary. For example, we will retain your tenancy or license documents for six years after your tenancy end date, in-line with the Limitation Act 1980. 12.1.1 The exact periods that we hold your information for will depend on the type of information, as set out in our retention schedule.

12.2 Once the relevant set period set out in our retention schedule has come to an end, unless there is another identifiable reason for which it necessary to hold on to your information, we will delete your information.

## **13. Your rights**

13.1 In relation to the information which we hold about you, you are entitled to:

- ask us for access to the information

- ask us to rectify the information where it is inaccurate or is incomplete
- ask us to erase the information that is used on the basis of your consent and take steps to ask others who we have shared your information with to also erase it
- ask us to limit what we do with your information
- object to our use of your information and ask us to stop that use
- instruct us to provide you with the information we hold about you in a structured and commonly used format or transmit that information directly to another organisation (for example, if you want the information to be sent to another housing provider or support provider).

13.2 Our obligations to comply with the above rights are subject to certain exemptions:

13.3 Where we are using your information because you have provided your consent to that use, you are entitled to withdraw your consent at any time. The lawfulness of our use of your information before consent was withdrawn is not affected.

13.4 To exercise any of the rights referred to above, you should contact our Data Protection Officer by writing to The Chief Executive, The Gingerbread Centre, Dudson Centre, Hope Street, Hanley, ST1 5DD or emailing:

wendy.hocking@gingerbreadcentre.co.uk

13.5 You also have the right to complain to the Information Commissioner's Office (the "ICO") if you are not satisfied with the way we use your information. You can contact the ICO by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.